



## COVID-19 PRACTICE REOPENING POLICY

### Patient Information

Following the announcement that Dental Practices can reopen on 8<sup>th</sup> June 2020 we have put together some information on the measures we are putting in place for your safety at Orange Tree Dental.

The procedures we implement are based on the latest available guidance from bodies such as Public Health England, the Faculty of Dental Practitioners, the General Dental Council and the Chief Dental Officer amongst others.

At present we do not know whether these changes in providing dental treatment are temporary or permanent. We do know however that due to the nature of the current situation the guidance is subject to change and we may have to reflect any such changes in how we practice as we go forwards.

We would like to thank all of our patients for their support and understanding during what has been a difficult time for you and for our team here at the practice.

Please take the time to read the information presented as it is there for your protection, and the protection of those around you.

### Covid-19 and dentistry

Due to the nature of dental treatment it is impossible to maintain the 2-metre distancing we have all become used to. Added to this is the fact we are dealing with saliva which has been shown to carry a high load of Covid-19 in infected individuals. Many of the treatments we undertook before lockdown involved generating an aerosol, this is where saliva and other particles becomes airborne in tiny droplets. These aerosols can carry Covid-19 containing particles away from the mouth and into the surrounding air. As a result we now need to be very careful about when we provide aerosols, and the protection measures we will be putting in place if we do.

It is important that, initially at least, we avoid generating any aerosols if at all possible. This includes such treatments as those involving a high-speed drill, water scaler or surgical removal of teeth. This may mean that we are not able to provide definitive fillings, place crowns or scale teeth for the time being. When we do, we will be using the most stringent safety measures and surgery cleaning regimes to ensure everyone is protected.



# Orange Tree Dental

## Initial Appointments on Reopening

Due to the prolonged closure we will be initially prioritising appointments for those who have an urgent dental need

We then hope to be able to open the appointments up to those who have outstanding treatment from before lockdown; followed by more routine appointments such as examinations and hygiene visits in time.

We will continue to provide help, advice and antibiotics where appropriate through our telephone triage service 7 days a week

## Protective Measures we are Putting in Place

Rest assured we are doing everything we can to minimise the risks associated with Covid-19.

- We may look a little different due to the extra PPE we are required to wear. Don't worry, it's still us underneath!
- We are likely to be using rubber dam more when treating you to try and prevent saliva splashing out of your mouth
- We may ask you to use an antiseptic mouthwash before you have any treatment
- The practice will be locked and opened only to those with appointments. We kindly request that you do not try and come without an appointment as we will not be able to see you.
- Areas of the practice will be closed off for your protection. This includes Reception, Waiting Area and the toilets. Please bear the latter particularly in mind before your visit!
- The practice may look a little more sparse than usual as we have removed any non-essential items that may potentially be a cross-infection risk
- Appointments will be more spaced out to minimise the number of patients in the building at any one time. For similar reasons we will not be running as many surgeries at once as we used to.
- Cleaning and Decontamination measures will take place regularly throughout the practice.



## Orange Tree Dental

- All of these changes do unfortunately mean that we will not be able to see the same number of patients in a day that we used to. So please bear with us if you are having to wait a bit longer to be seen.

### **Before your Appointment**

We will contact you before your appointment and run through some extra details.

We will ask you:

- To update your medical history
- Pre-screening Covid-19 questions
- Whether you are shielding or in a vulnerable group
- To come alone unless you require a carer or the appointment is for your child
- To bring your own pen
- Not to bring any other personal belongings with you unless essential

We will give you information about what to do when you come to your appointment

Unfortunately anyone who is currently diagnosed as having Covid-19 will be unable to be seen at the practice. If you have an acute dental emergency we will be able to refer you to be seen at a designated Covid-19 clinic

### **Your Appointment**

Once you have arrived at the practice we ask you to:

- Please wait in your car or nearby if you have walked
- Not enter the practice but call us on 01377 252206 and a member of the team will advise you on the next steps



## Orange Tree Dental

We kindly ask that you arrive on time for your appointment. Due to the extra safety measures we have to put in place and the potential knock on effect we may have to rearrange your appointment if you are late.

Once Inside the practice we will ask you:

- Your medical history
- Pre-screening Covid-19 questions
- To have your temperature taken with a non-contact thermometer
- To store any essential personal belongings away before entering the surgery, including mobile phones
- To wash your hands
- Not to touch anything in the practice apart from hand rails and bannisters
- To follow a member of the team straight into surgery once checks are complete

### **Completed appointment**

Once your appointment is complete we will:

- Return any belongings
- Ask you to disinfect your hands before you leave
- Escort you out of the building
- Take any necessary payments over the telephone
- Make any necessary future appointments over the telephone
- Arrange for collection of any oral health products you may require



## Summary

Your safety at Orange Tree Dental is, and always has been, our priority. You can rest assured that we will provide a safe environment for you and your family during these uncertain times.

If you have any questions please do not hesitate to call us on 01377 252206 or email us on [info@orangetreedental.co.uk](mailto:info@orangetreedental.co.uk).

Follow us on Facebook and via our website [www.orangetreedental.co.uk](http://www.orangetreedental.co.uk) for the latest information and updates

With best wishes



**The Orange Tree Team**